

17. A computer based method for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine , including the steps of:

receiving from an user, a description of an initial problem related to the work machine;

displaying at least one question, as a function of the initial problem;

displaying a first set of recommended actions, as a function of the initial problem;

receiving an answer from the user to the at least one question;

displaying a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set; and, providing a graphical user interface for operation by the user.

22. A computer based system for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, comprising:

an external source containing service information related to the work machine;

a diagnostic advisor tool for interaction with a user, receiving information from the user and responsively displaying at least one recommended action, and providing a link to relevant information within the external source; and

wherein the diagnostic advisor tool is adapted to receive, from the user, a description of an initial problem related to the work machine, display at least one question, as a function of the initial problem, display a first set of recommended actions, as a function of the initial problem, receive an answer from the user to the at least one question and display a second set of recommended actions as a function of the initial problem and the answer to the at least one question, wherein the second set of recommended actions is one of a subset of the

first set of recommended actions, a set of other recommended actions, and a combination of recommended actions from the first set and an other set.

25. A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display the answer provided by the user.

35. A computer based system, as set forth in claim 34, wherein the diagnostic advisor tool is adapted to display an alert dialog in response to actuation by the user of the alert link.

38. A computer based system, as set forth in claim 22, wherein the diagnostic advisor tool is adapted to display a question detail window containing detailed information regarding the at least one question, in response to user selection of the at least one question.

40. A computer based system for providing case base diagnostics for a work machine, the case bases being comprised of diagnostic information and processes related to the work machine, comprising:

- an external source containing service information related to the work machine;
- a diagnostic advisor tool for interaction with a user, receiving information from the user and responsively displaying at least one recommended action, and providing a link to relevant information within the external source;
- a graphical user interface for operation by the user; and

wherein the diagnostic advisor tool is adapted to read data values from the work machine in response to a user request.